Successful start to the new school year

112 employees honoured at the Annual Staff Excellence Forum

ET honoured for environment and social responsibility work

Creating a productive workplace environment

New ET Unit targets private schools
Extending the hands of cooperation

The success of leading governments in the world is measured by their ability to take care of the future of their people and the homeland, and to deal with challenges and uncertainties.

The UAE is well represented in that measure, under the guidance of its prudent leadership, and through its many outstanding governmental institutes, which has come a long way in a short time, and excelled in their economic, social, cultural and political duties.

Ever since its founding, 31 years ago, Emirates Transport has realized the significance of such duties and how they were intrinsically linked, thus, it was highly important to achieve the highest levels of cooperation and coordination with the various government institutes in order to arrive at the common goal of serving the UAE and its people in the best way possible.

This is perfectly illustrated in the exemplary working relationship between the corporation and both the Ministry of Education and Abu Dhabi Education Council, which has succeeded in providing a comprehensive and safe school transport system which has the admiration of many in the region.

Emirates Transport has also recently signed an agreement with the National Crisis and Emergency Management Authority for the provision of mass transport in cases of emergencies.

Such initiatives and many more, gained the corporation many accolades, the most recent of which is the Dubai Chamber’s CSR Label, and the Green Middle East Award in the category of ‘Natural Resource Conservation’.

These achievements would not have been made had it not been for solid institutional and team work, which is the hallmark of the employees of the corporation, and that is why Emirates Transport is always keen on giving them the recognition they deserve.

So, we say thanks to both our government partners and our employees.
Emirates Transport presents a commemorative painting to H.H. Vice President of the UAE

H.E. Humaid Mohammed Al Qattami, Minister of Education and Chairman of Emirates Transport, presented a commemorative plaque to H.H. Vice President of the UAE, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Prime Minister and Ruler of Dubai, during his visit to the Ministry of Education.

The presentation comes on the occasion of the 30th anniversary of the founding of Emirates Transport, which is regarded as one of the most important tributary institutions of the educational process in the state.

The painting given to Sheikh Mohammed is entitled ‘The stride of Generations’ which is a reference to past generations that have passed through the education system in the UAE and participated in the march of progress, building and renaissance during the past three decades.

H.E. Humaid Mohammed Al Qattami, Minister of Education and Chairman of Emirates Transport, all heads of departments and Business Centres at the organisation, in addition to 112 employees who deserved tributes for their exceptional performance and a further 150 other employees of the corporation.

Al Qattami honours 112 ET employees at the Annual Staff Excellence Forum 2012

H.E. Humaid Mohammed Al Qattami, Minister of Education and Chairman of Emirates Transport, attended by members of the Board of Directors, held at the Dubai headquarters.

The meeting focused on identifying the needs and preparations for the 2012/2013 academic year.

The meeting was attended by Jassem Al Marzouki, Manager of the School Transport Centre, and all corporate branch directors.

The statement came while Al Jarman presented commemorative painting to Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister and Ruler of Dubai, during his visit to the Ministry of Education.

H.E. Muhammad Abdullah Al Jarman, General Manager of Emirates Transport, stressed the importance of consolidating all societal efforts to guarantee a secure, regular and comprehensive school transport service for all students, a strategic pillar of the company’s activity in the state transport sector.

The presentation comes on the occasion of the 30th anniversary of the founding of Emirates Transport, which is regarded as one of the most important tributary institutions of the educational process in the state.

The painting given to Sheikh Mohammed represents the image of His Highness, the Prime Minister, observing a publication along with his father, reflecting the importance of education.

The painting is entitled ‘The stride of Generations’ which is a reference to past generations that have passed through the education system in the UAE and participated in the march of progress, building and renaissance during the past three decades.

H.E. Humaid Mohammed Al Qattami, Minister of Education and Chairman of Emirates Transport, stressed the keenness of the wise leadership of Education and Chairman of Emirates Transport, H.E. Humaid Mohammed Al Qattami, Minister of Education and Chairman of Emirates Transport, all heads of departments and Business Centres at the organisation, in addition to 112 employees who deserved tributes for their exceptional performance and a further 150 other employees of the corporation.

The meeting focused on identifying the needs and preparations for the 2012/2013 academic year.

H.E. Muhammad Abdullah Al Jarman, General Manager of Emirates Transport, stressed the importance of consolidating all societal efforts to guarantee a secure, regular and comprehensive school transport service for all students, a strategic pillar of the company’s activity in the state transport sector.

The statement came while Al Jarman presented commemorative plaque to His Highness, the Prime Minister, observing a publication along with his father, reflecting the importance of education.

The painting is entitled ‘The stride of Generations’ which is a reference to past generations that have passed through the education system in the UAE and participated in the march of progress, building and renaissance during the past three decades.

Al Qattami also reviewed the achievements and results attained by the corporation in the field of administrative development, and the results of Business Centres for the second quarter of 2012.

Al Qattami stressed that the excellent performance of departments and Business Centres of Emirates Transport reflects positively on the Federal government’s strategy towards strengthening the national economy, improving the services provided to the public and diversifying government sources of income and investment.

The board also reviewed a report submitted by the executive administration of the corporation detailing its work and results in the areas of business development and sales figures of service centres, which has seen significant increase over the same period of last year. The report also highlighted details of new and renewed contracts signed by the corporation.

Board of Directors meet to review second quarter results and preparations for 2012/2013 academic year

H.E. Muhammad Abdullah Al Jarman, General Manager of Emirates Transport, stressed the importance of consolidating all societal efforts to guarantee a secure, regular and comprehensive school transport service for all students, a strategic pillar of the company’s activity in the state transport sector.

The statement came while Al Jarman presented commemorative plaque to His Highness, the Prime Minister, observing a publication along with his father, reflecting the importance of education.

The painting is entitled ‘The stride of Generations’ which is a reference to past generations that have passed through the education system in the UAE and participated in the march of progress, building and renaissance during the past three decades.

H.E. Humaid Mohammed Al Qattami, Minister of Education and Chairman of Emirates Transport, Al Qatami also reviewed the achievements and results attained by the corporation in the field of administrative development, and the results of Business Centres for the second quarter of 2012.

Al Qattami stressed that the excellent performance of departments and Business Centres of Emirates Transport reflects positively on the Federal government’s strategy towards strengthening the national economy, improving the services provided to the public and diversifying government sources of income and investment.

The board also reviewed a report submitted by the executive administration of the corporation detailing its work and results in the areas of business development and sales figures of service centres, which has seen significant increase over the same period of last year. The report also highlighted details of new and renewed contracts signed by the cooperation.
The National Emergency and Crisis Management Authority signs MoU with Emirates Transport

The National Emergency and Crisis Management Authority signed a Memorandum of Understanding (MoU) with Emirates Transport (ET) to develop key principles for the provision of mass transportation in emergencies and crises situations throughout the UAE.

The MoU was signed by H.E. Mohammed Khalifan Matar Al Romaithi, General Manager of NCEMA, and H.E. Mohamed Abdulla Al Jarman, Director General of Emirates Transport.

Al Romaithi said the Authority is working to develop strategic plans to prepare for emergencies, crises and disasters, with the purpose of providing all means of success to the work teams charged with responding to an emergency and to take advantage of the resources and capabilities possessed by government sector bodies, particularly in the fields of equipment, heavy machinery and transportation.

Al Romaithi praised the cooperation between the Authority and Emirates Transport, stressing that the signing of this memorandum represents a model of constructive partnerships between federal agencies and institutions that help in achieving the goals of emergency response plans.

ENOC honours the corporation for outstanding performance

Emirates Transport (ET) was honoured by Emirates National Oil Company (ENOC) in the first ENOC Strategic Suppliers Recognition awards ceremony, held recently at the Grand Hyatt.

ET was one of 17 supplier receiving recognition for their outstanding performance and contribution to business in the past year.

H.E. Saheed Abdulla Khesne, Chief Executive Officer of ENOC, presented H.E. Mohammed Abdulla Al Jarman, Director General of the Corporation, with a certificate of appreciation and commemorative plaque, in the presence of H.E. Maha Mohamed Al Suwaidi, Dubai Branch Manager.

The winners were selected from 316 suppliers shortlisted from over 2,000 companies. The ENOC team evaluated each supplier’s performance based on various parameters including quality, delivery performance, customer service and feedback from stakeholders.

The awards were given in three categories: silver and bronze. In addition, special gold awards were presented to suppliers from Dubai SMEs and government entity partners.

H.E. Mohammed Abdulla Al Jarman, General Manager of Emirates Transport, expressed his pride and appreciation of this recognition, which reflects the close relationship between the two parties, and the keenness of ET to provide valuable and crucial services to ENOC, which is a strategic partner of the institution.

The corporation has full confidence in the success of this partnership, in a way that will serve the shared societal goals.

Museum of the Future

The Museum of the Future is a permanent, visionary and immersive destination that will enable visitors to experience a glimpse of the future, engage with extraordinary ideas and influencers, and participate in charting our collective future.

Zayed.. Inspiring present and future generations...

Despite the passage of eight years since the death of Sheikh Zayed, our Father and our leader, and founder of the Union of our United Arab Emirates, and despite the great void caused by this loss, his beloved legacy is still engrained in the memory of every individual in this country, and on every inch of its land, his immortal exploits attest to an immense man, who was true to his aspirations and work, and strongly believed in the Union.

His achievements are - thanks to Almighty God - visible to all, and his mark undisputed by anyone.

When our dear father Zayed departed, God kept his words and his soul - he left us a true path, walked upon by the founding fathers who shared in the construction with him, and participated in the march of progress and thrive, and proved that a good plant stays tall and bright across the times, spreading like a lush tree, bearing ripe fruit and pleasing to the eyes.

On this blessed approach also walked Khalifa, his brothers, Rulers of the Emirates, and lovers of this dear land, to keep the covenant, deliver on the promise, look after the Union which reached in record time too. Our nation reached living standards considered among the highest in the world, and many and they have gained the UAE a prominent place among the nations of the world, and their record time too. Our nation reached living standards considered among the highest in the world, and many and they have gained the UAE a prominent place among the nations of the world, and many and they have gained the UAE a prominent place among the nations of the world.

Despite the passage of eight years since the death of Sheikh Zayed, our Father and our leader, and founder of the Union of our United Arab Emirates, and despite the great void caused by this loss, his beloved legacy is still engrained in the memory of every individual in this country, and on every inch of its land, his immortal exploits attest to an immense man, who was true to his aspirations and work, and strongly believed in the Union.

The features of the project of development, laid by the founder of the UAE, are various and many and they have gained the UAE a prominent place among the nations of the world, and in record time too. Our nation reached living standards considered among the highest in the world, and many and they have gained the UAE a prominent place among the nations of the world.

The founder of the UAE, are various and many and they have gained the UAE a prominent place among the nations of the world. His immortal exploits attest to an immense man, who was true to his aspirations and work, and strongly believed in the Union.

Zayed succeeded in converting the UAE to a green icon in the deep desert.

“His immortal exploits attest to an immense man, who was true to his aspirations and work.”

“Zayed succeeded in converting the UAE to a green icon in the deep desert.”

“His immortal exploits attest to an immense man, who was true to his aspirations and work.”
Emirates Transport in Abu Dhabi concluded a series of awareness sessions on the principles of occupational safety and health for its drivers and employees, to highlight the importance of public safety and occupational health and their main requirements at the workplace. Some of those topics include general and personal hygiene and sterilization, as well as to identify the entities that may result from such acts as slipping, tripping and falling, and how to apply practical measures to preserve and protect the environment from possible contamination.

Students receive summer training in July

Emirates Transport concluded this summer’s annual training programme for secondary school students in the various departments, branches and business centers located in all parts of the country, which started in the beginning of July.

Human Resources Director, Mr. Jasim Mohammed Al-Marzouqi, Executive Manager of Al-Markaz Private School, expressed his gratitude for the continuous support and supervision they received from Emirates Transport in addition to its integrated training during the summer vacation to the students’ development of their skills and development of their competences in the practical field.

Employees learn about etiquette and formal protocols

Emirates Transport implemented a training program on “Etiquette and Formal Protocols” in coordination with the Human Resources Department. The program lasted for three days, from 19-22 June at the Theatre Hall of the headquarters in Dubai, Umm-Al-Quwain area.

The program was attended by 30 employees from all departments, branches and centers. The lectures were given by Mr. Hussain Al-Gohary, from the Smart Mind Center, Dubai.

The training program aims to clarify the relation between the principles of etiquette and protocol, imparting the skills needed in the field of administrative etiquette to the participants, developing their skills to be absorbed into their administrators’ lives and daily affairs in facing different circumstances in the midst of the other parties, identifying means of determining priorities in the etiquette manner, accepting responsibilities, acquaintances, hand shaking, delivering formal communications, social and scientific occasions, deciphering the knowledge and developing the skills of the participants in practicing and applying etiquette and protocols in the professional field.

The program discussed many issues such as identifying etiquette and protocols, their bases and fields of application, formal ceremonies when receiving or giving of VIPs, formalities, speeches, and procession protocols, invitation, clothing, conventions and international meetings protocols, in addition to VIP protocols and preparing a program for a VIP visit.

During the program, lectures Hussain Al-Gohary explained human behavior in ceremonies, etiquette and protocols in general, demonstrating the difference between the two terms. He indicated that etiquette refers to the formal actions and do’s done by an individual. At the same time, one must adapt to those formalities in situations and habits.

Al-Gohary talked about aspects of formal etiquette through a lot of important points to support this portion of his speech, including: courtesy, simplicity, trust, frankness, reliability, precedence, speech and its manners, listening, its conditions, and body language. He stressed the importance of body language especially in instances such as scratching the body, scratching the mouth, sitting in a crooked position, not smiling and striking the chin.

Al-Gohary also explained the four constituents of etiquette, namely: service provider, service features, work system and, tools. He said the features of etiquette are followed by 5 requirements which comprise: response, assurance, sympathy, reliability, and material evidence.

Transport service to be provided to Al-Manar School in Ras Al Kaimah

Emirates Transport entered into a contract to provide transportation services for Al-Manar School in Ras Al Kaimah through its bus, school buses. The service will start from the next academic year 2012-2013 and continue for a period of five years.

Jasim Mohammed Al-Mansouri, Executive Manager of the School Transportation Center, said that signing the contract is a part of ET’s efforts to expand its transportation services system in the field of school transport in the UAE in order to include private education institutions in addition to the current services rendered to the government sector.

Jasim Al-Marzouqi explained that the school - through the Private Schools Service Unit – began to implement a long-term, detailed plan to communicate with major private education institutions in the state and exchange mutual visits with them. He said that the institution of benefit from the corporation’s services in this respect.

Such services are based on high-level capabilities and more than three decades experience in the field of school transport services.

Mr. Aynan Nabeel Al-Din, Al-Manar Private School, said: “This contract will contribute to achieving educational goals set by the school. He pointed out that Emirates Transport was selected due to its track record and building and professional experience in the field. This shall provide the opportunity for the school administration to focus on education and teaching, while assigning the task of transporting students to an organization guaranteeing their safety, comfort, and regular transportation to and from school, along with a commitment to success in terms of time.”

Nabeel Al-Din added that under the contract, the school shall also receive services related to the provision of bases such as maintenance, preservation of its cleanliness, provision of driver and maintenance services which constitute a considerable added value.

Student transportation services to be provided to Al-Salam Private School in Dubai and Sharjah

Emirates Transport has concluded a contract to transport students for Al-Salam Private School in Dubai and Sharjah beginning in the 2012-2013 academic year for a period of five years. The contract was signed for the purpose of taking advantage of the center’s services which were recently inaugurated to keep up with the growing demand for the private education sector in the UAE. Emirates Transport began to implement a long-term, detailed plan to communicate with the state’s private education sector as they aim to consolidate and develop their continuous support and supervision as they aim to consolidate and develop their continuous support and supervision in the school transport service of the state’s private education sector for children in a safe and sound environment in accordance with the highest international standards in this field.

Ali Mabkhout stressed that Emirates Transport and the Al-Markaz Group of Private Schools are prepared to start the services of their students beginning in the 2012-2013 academic year.

Emirates Transport, the first company in the UAE to provide such services to the private education sector, is the only one to provide school transport services in the state’s private education sector for children in a safe and sound environment in accordance with the highest international standards in this field.

Ali Mabkhout stressed that Emirates Transport and the Al-Markaz Group of Private Schools are prepared to start the services of their students beginning in the 2012-2013 academic year.

Emirates Transport, the first company in the UAE to provide such services to the private education sector, is the only one to provide school transport services in the state’s private education sector for children in a safe and sound environment in accordance with the highest international standards in this field.

Student transportation services to be provided to Al-Salam Private School in Dubai and Sharjah

Emirates Transport has concluded a contract to transport students for Al-Salam Private School in Dubai and Sharjah beginning in the 2012-2013 academic year for a period of five years. The contract was signed for the purpose of taking advantage of the center’s services which were recently inaugurated to keep up with the growing demand for the private education sector in the UAE. Emirates Transport began to implement a long-term, detailed plan to communicate with the state’s private education sector as they aim to consolidate and develop their continuous support and supervision as they aim to consolidate and develop their continuous support and supervision in the school transport service of the state’s private education sector for children in a safe and sound environment in accordance with the highest international standards in this field.

Ali Mabkhout stressed that Emirates Transport and the Al-Markaz Group of Private Schools are prepared to start the services of their students beginning in the 2012-2013 academic year.

Emirates Transport, the first company in the UAE to provide such services to the private education sector, is the only one to provide school transport services in the state’s private education sector for children in a safe and sound environment in accordance with the highest international standards in this field.

Ali Mabkhout stressed that Emirates Transport and the Al-Markaz Group of Private Schools are prepared to start the services of their students beginning in the 2012-2013 academic year.

Emirates Transport, the first company in the UAE to provide such services to the private education sector, is the only one to provide school transport services in the state’s private education sector for children in a safe and sound environment in accordance with the highest international standards in this field.

Student transportation services to be provided to Al-Salam Private School in Dubai and Sharjah

Emirates Transport has concluded a contract to transport students for Al-Salam Private School in Dubai and Sharjah beginning in the 2012-2013 academic year for a period of five years. The contract was signed for the purpose of taking advantage of the center’s services which were recently inaugurated to keep up with the growing demand for the private education sector in the UAE. Emirates Transport began to implement a long-term, detailed plan to communicate with the state’s private education sector as they aim to consolidate and develop their continuous support and supervision as they aim to consolidate and develop their continuous support and supervision in the school transport service of the state’s private education sector for children in a safe and sound environment in accordance with the highest international standards in this field.
I200 used vehicles sold in the first half of 2012

Emirates Transport’s Used Vehicles Sales Centre sold 1200 vehicles in the period between January and July of this year, raising more Dh36 million in revenue. The auction centre sells used vehicles and equipment belonging to the corporation as well as for clients such as the Ministry of Finance, Sharjah Transport and a number of private sector companies as well as members of the general public.

A new maintenance workshop for heavy vehicles inaugurated

H.E. Mohammed Abdullah Al Jarman, Director General of Emirates Transport, inaugurated a new maintenance workshop for heavy vehicles in the area of Wasan, Dubai, at a total cost of 4.5 million dirhams. Engineer Amir Al Harmoudi, Manager of the Emirates Centre for Technical Services, said: “In its first phase, the workshop consists of seven lanes, fully equipped for the maintenance of heavy transport vehicles such as trailers, truck transport and cement mixers.” Al Harmoudi said the workshop has already begun providing maintenance services for Emirates Transport’s fleet of vehicles and supporting equipment under contract to a number of governmental and private institutions and companies, including the fleet of heavy vehicles of the Municipality of Dubai. He added that highly qualified personnel in the field of technical, mechanical and maintenance services have been recruited at the workshop to ensure a first-class service.

The auction centre sells used vehicles and equipment belonging to the corporation as well as for clients such as the Ministry of Finance, Sharjah Transport and a number of private sector companies as well as members of the general public.

The auction centre sells used vehicles and equipment belonging to the corporation as well as for clients such as the Ministry of Finance, Sharjah Transport and a number of private sector companies as well as members of the general public.

1200 used vehicles sold in the first half of 2012

Emirates Transport’s Used Vehicles Sales Centre sold 1200 vehicles in the period between January and July of this year, raising more Dh36 million in revenue. The auction centre sells used vehicles and equipment belonging to the corporation as well as for clients such as the Ministry of Finance, Sharjah Transport and a number of private sector companies as well as members of the general public.

A new maintenance workshop for heavy vehicles inaugurated

H.E. Mohammed Abdullah Al Jarman, Director General of Emirates Transport, inaugurated a new maintenance workshop for heavy vehicles in the area of Wasan, Dubai, at a total cost of 4.5 million dirhams. Engineer Amir Al Harmoudi, Manager of the Emirates Centre for Technical Services, said: “In its first phase, the workshop consists of seven lanes, fully equipped for the maintenance of heavy transport vehicles such as trailers, truck transport and cement mixers.” Al Harmoudi said the workshop has already begun providing maintenance services for Emirates Transport’s fleet of vehicles and supporting equipment under contract to a number of governmental and private institutions and companies, including the fleet of heavy vehicles of the Municipality of Dubai. He added that highly qualified personnel in the field of technical, mechanical and maintenance services have been recruited at the workshop to ensure a first-class service.

The auction centre sells used vehicles and equipment belonging to the corporation as well as for clients such as the Ministry of Finance, Sharjah Transport and a number of private sector companies as well as members of the general public.

The auction centre sells used vehicles and equipment belonging to the corporation as well as for clients such as the Ministry of Finance, Sharjah Transport and a number of private sector companies as well as members of the general public.
Al Qatami praises start to new school year, approves 142 new school buses at ET

Plans have been approved by the Board of Directors of Emirates Transport to add 120 new buses to the corporation's school transport fleet, already the largest in the country. The new 68-passenger buses will be added in time for the beginning of the 2013-2014 academic year, at a cost of Dh142, officials said.

This was announced during a meeting of the Board of Directors at ET to assess the feedback from the first week of the new school year as well as detailed reports and figures from the 2011-2012 academic year. The meeting was chaired by H.E. Humaid Mohamed Al Qatami, UAE Minister of Education and Chairman of the Board at ET, who praised the corporation's well-organized transport operation which carries 208,000 students to-and-from nearly 700 schools around the country.

More than 1000 participants from 55 countries

ET announced as silver sponsor of the 2012 FAI World Parachuting Championship

Emirates Transport has been announced as a Silver Sponsor of the 2012 FAI World Parachuting Championship which will be held in Dubai in late November.

The news was announced at a press conference, held at the federal corporation’s Dubai head office, after the sponsorship agreement was officially signed by Mr. Yousef Hassan Al Hammadi, Championships Director and H.E. Mohammed Abdullah Al Jarman, General Manager of Emirates Transport.

Mr. Al Jarman expressed his delight at the sponsorship of the event commenting that supporting such a great sporting occasion was part of ET’s social responsibility duties. Al Hammadi expressed his, and the organizing committee’s, gratitude for the support shown by Emirates Transport to the championship stating that the event could break records in terms of participation and competing events. The championship will be held in Dubai for the first time and it is expected to attract more than 1,000 participants from more than 55 nations.

New unit targets private schools transport

The largest and oldest school transport company in the UAE has officially begun offering its award winning services to private schools, as of September.

Fadi Khalil, Manager of the Private Schools Transport Unit of ET, said: “It is very important for Emirates Transport to enter the private schools market to offer our long-established experience to private schools all over the country.

We offer very competitive rates and a strong track record in the field and I think our presence in this vital effort will enrich the choices for schools and parents and improve overall competition in the market, but without compromising on the high safety and operational standards that our children need and deserve.”

Khalil works to change the common impression that ET is solely a transport provider for government schools. He says this is understandable given the history and current profile of clients of the corporation, which is wholly owned by the Federal government, but is financially and administratively independent.

Meanwhile, preparations for the new academic year at the corporation are nearly complete, officials say, with over 1,000 buses undergoing general maintenance work.

More than 3,200 drivers will transport approximately 208,000 students from 700 schools all over the state in the 2012-2013 school year.
Successful participation in the international school transport conference in Saudi

Emirates Transport (ET) concluded its participation in the inaugural International School Transport Conference organized, and held, in the capital Riyadh by the Ministry of Education, in Saudi Arabia.

The two-day joint conference and exhibition event was inaugurated by His Highness Prince Faisal bin Abdullah bin Mohammed, Minister of Education, in Saudi Arabia.

The event was attended by a host of international and local bodies, and numerous experts in the school transport industry, and aimed to provide a platform for the exchange of experiences and best practices in school transport, and to provide a networking opportunity for participants.

High on the agenda were security and safety practices, quality control and the use of the latest technologies and innovations in the school transport sector.

The ET delegation was headed by Jasim Mohammed Al Marzouqi, Executive Director of the ET Centre for School Transport, who said the event provided a valuable opportunity for the corporation.

His Highness Prince Faisal bin Abdullah bin Mohammed visited the Emirates Transport pavilion in the exhibition held alongside the conference, and was briefed by Mr Jasim Al Marzouqi about the services and achievements of the federal corporation, particularly in the school transport sector.

Al Marzouqi highlighted the importance of participating in such international industry events.

He said: "The event was a great opportunity to learn about the latest and best international practices in the field of school transport, for the development of our own expertise, and to make relational comparisons. We also managed to meet and exchange ideas with a number of experts and pioneers in the industry."

The first six months of 2012 has seen 971 employees trained by His Highness Prince Faisal bin Abdullah bin Mohamed, Minister of Education, in Saudi Arabia.

Hanan Mohammed Saqer, Manager of Human Resources Department at ET, said the corporation continues to attract qualified personnel, particularly qualified Emirati nationals, providing an ideal working environment for both, and excellence opportunities for skill development.

The corporation also organized 1,450 training programmes for its employees in the first six months of this year, with programmes for administrators, technicians, drivers and school bus supervisors.

Saqer explained that the sites that have been targeted for the training programmes include ET's office in the Western Region, Mohammed Al Khalidiyah in Abu Dhabi, the industrial zone in Al Ain, the Ramool area in Dubai, the industrial areas in Sharjah, Ajman and Al Ain, Um Al Qura, the Central Region, Al-Nakheel in Rak and Al-Fahd in the Eastern Coast.

The training programmes, which form part of the strategic plans of the corporation, aim to enhance knowledge, develop performance, improve the quality of services provided and operational efficiency of bus drivers who represent the core activity of the institution, and one of its most important pillars, as they form a vital role in the field of transportation.

Corporation recruits 971 and offers 1,450 training programmes in first half of 2012

The contract appointed Emirates Limousine as the exclusive provider of transport services to all the VIP guests and organizers, deploying a fleet of more than 80 luxury cars and buses.

Jacob Mathew, Manager of Emirates Limousine, said the centre is proud to have been chosen for such a prestigious event.

He said: "We thank the organizers of the Abu Dhabi Film Festival for putting their trust in our services and I’m pleased they have given us an opportunity to contribute to the success of this iconic cultural event."

The sixth edition of the Abu Dhabi Film Festival opened on Oct 11 2012 at Emirates Palace hotel and it has been established as one of the most prestigious Film festivals in the region and worldwide.

A total of 81 feature length films and 84 short films representing 68 countries were screened at the Festival.

Over the 10-day festival etd, Em, provided transport services to numerous activities ranging from red carpet premieres to master classes and workshops by regional and international film experts. The workshops targeted emerging and established Arab filmmakers, aimed at stimulating interest in culture and the development of the creative industries.

Established in 2010, Emirates Limousine, the luxury transport and limousine services division of Emirates Transport, has become a leading luxury transport services provider in the region.

Emirates Transport established a new Business Centre in December 2009 at Dubai villa. "Emirates Cars Centre" for providing luxury transport services, including limousine services, as part of its efforts to become the trusted partner of the government of the United Arab Emirates in promoting tourism and business sectors.

In October 2011, the Centre opened its Abu Dhabi branch. Currently, the Centre operates the services through its 9 branches across UAE. During the period 2009 – 2012, the Centre has developed as a leading luxury transport services provider in the region with more than 100 luxury vehicles of different brands including BMW 7 Series, GMC Yukon Denali, Mercedes Viano Vans, BMW 5 Series, Audi A6, Lexus ES 350, Chevrolet Caprice Royale, Toyota Pronto, Toyota Hiace High Roof and Toyota Counter Buses.

Services are provided on a step basis as well as time basis such as hourly, daily, weekly etc.

The Centre is today known for its personalized and high quality services. Quality has been ensured in both cars and drivers through proper fleet maintenance, continuous training of drivers and by using the latest technologies.

The Centre is today the preferred transport partner for UAE federal and local governments as well as for many deluxe luxury hotels, tour operators, corporate organizations and high-profile individuals.

Our client list includes prestigious luxury hotel corporations Viz. Ritz Carlton, Armani, Le Royal Meridien, Rotana, SOFITEL, Al Maha Resorts, MNGC etc.

The Centre has also provided its high quality services for all major events including AirShows, Film Festivals, Formula-1, World Cups, Economic Forums etc over the last 3 years.

The Centre achieved a total revenue of Dh 8 Million in 2011 and expect to achieve AED 20 Million in 2012.

According to Mr. Jacob Mathew, Director of the Emirates Cars Centre, "Luxury transport services has excellent growth potential in the UAE, considering the fact that tourism and hospitality are the key growth drivers of the UAE economy. "We are already witnessing significant growth in the number of tourists and business travellers coming to the UAE and Dubai, in particular, which reported 9 million tourist arrivals during last year, an increase of 9.6 per cent on 2010, according to data from Dubai’s Department of Tourism and Commerce Marketing."

Corporation recruits 971 and offers 1,450 training programmes in first half of 2012

The first six months of 2012 has seen 971 employees trained by His Highness Princ
Best practice guidelines for creating a productive workplace environment

An efficient and cohesive workplace is all about building the morale and productivity of your employees and minimizing complaints, disruptions and legal wrangles, so everyone can get on with their work. This adds to your bottom line and builds your reputation in the business community.

Following are a range of best practice guidelines for induction, appraisal, promotion, staff development and training, positive work environment and grievance procedures to help you build and maintain a workplace free from discrimination and harassment.

Best practice guidelines for the workplace environment checklist to use as a guide is included at the end of this section.

**Induction**

Induction aims to provide new employees with information about the organisation which will help them to be effective in their job. Employers should try to:

- give a balanced job-specific and social information that is directly related to their role and back this up with extra information at a later stage;
- provide a ‘mentor’ who can provide additional information and answer questions; and / or provide formal follow-up after a few weeks;
- ensure people with disabilities (visual impairment, reading disorder, etc) have information presented to them in an acceptable format;
- introduce new employees to their colleagues, explaining the role of key people, including those they will be working closely with;
- encourage new employees to ask questions;
- ensure new employees know where to go for help or with a complaint on any issue;
- (if employing a person of a different sex, race, religion, sexual orientation, age, disability, etc) ensure other employees understand appropriate behaviour and communication expected of them;
- undertake any reasonable adjustments necessary prior to the employee commencing work.

**Appraisal**

Good appraisal systems meet the needs of both employer and employees. Employers should try to:

- ensure all employees fully understand the appraisal system;
- have employee records, including appraisals, accessible to them;
- be specific in the performance assessment rather than use generalities such as ‘poor attitude’;
- include positive feedback about what the employee does well;
- train staff involved in giving appraisals;
- not make irrelevant remarks on an employee’s file (e.g. about ethnicity, age, disability, etc).

**Promotion**

Employers should advertise vacancies widely throughout their workforce, giving all staff members the opportunity to consider applying and to increase the pool of applicants. Employers should try to:

- ensure all procedures are fair and unbiased;
- review each position as it becomes vacant and select on the real requirements of the job, not on who previously filled it;
- provide constructive pre-selection counseling to unsuccessful applicants;
- staff development and training Employers should examine how training is given across the organisation, particularly looking at breakdowns such as sex, disability, occupational grouping, as well as types of training (internal vs. external, skill specific vs. broad-based skill, etc).

**Grievance procedures**

An organization that has grievance procedures is healthier than one that does not have one. Employers should try to:

- institute grievance procedures which are accessible to all staff;
- provide education programs (training, leaflets, posters, etc) for all staff about their rights and responsibilities;
- provide information and support for potential complainants to enable the most effective resolution of the complaint;
- ensure procedures regularly review procedures regularly.